California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:	2016
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit	Name:	Total Company - Consolidated Communications	

Measurement (Compile monthly, file quarterly)		monthly, file quarterly)	Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (02/17/2017) Rev- 03/03/1 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
		Total # of business days	Jan	1 05	IVICII	Api	Way	oun	- Jul	Aug	Осрг	001	1407	Dec
Installation Interva		Total # of service orders												
Min. standard = 5 b	bus. days	Avg. # of business days												
		Total # of installation commitments												
Installation Comm	nitment	Total # of installation commitment met												
Min. standard = 95	% commitment met	Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus								14,519	14,359	14,226	14,111	13,996
Customer Trouble	e Report													
		Total # of working lines	19,108	19,195	21,499	18,839	18,675	18,465	18,291	18,234	18,039	17,989	17,765	17,634
	6% (6 per 100 working lines for	Total # of trouble reports	171	96	110	82	85	104	183	174	178	250	198	246
ē	units w/ ≥ 3,000 lines)	% of trouble reports	0.89%	0.50%	0.51%	0.44%	0.46%	0.56%	1.00%	0.95%	0.99%	1.39%	1.11%	1.40%
ıqaı		Total # of working lines												
tar tar	8% (8 per 100 working lines for	Total # of trouble reports												
8	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē		Total # of working lines												
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	26	4	9	5	3	6	5	2	7	8	6	13
Adjusted		Total # of repair tickets restored in ≤ 24hrs	24	4	5	<u>σ</u>	2	5	5	2	6	7	6	12
Aujusted Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	92%	100%	56%	80%	67%	83%	100%	100%	86%	88%	100%	92%
Min. standard = 90		Sum of the duration of all outages (hh:mm)	386:52	46:14	225:16	68:52	83:15	75:17	64:38	31:40	112:25	166:40	65:49	149:23
otaridara oo	7.5		14:50	11:34	25:02	13:46	27:45	12:33	12:56	15:50	16:04	20:50	10:58	11:29
		Avg. outage duration (hh:mm) Indicate if catastrophic event is in month	14.50	11.54	23.02	13.40	27.43	12.33	12.30	No	No	No No	No No	No
		Total # of outage report tickets							28	23	29	57	38	62
Unadjusted		• .							17	23 17	23	31	20	
Onaujusted Out of Service Re	uport .	Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours							61%	74%	79%	54%	53%	31 50%
out of service ite	port	Sum of the duration of all outages (hh:mm)							884:32	686:30	543:02	1536:27	814:13	1586:15
		Avg. outage duration (hh:mm)							31:35	29:51	18:44	26:57	21:26	25:35
Refunds		Number of customers who received refunds							0	3	3	3	1	3
		Monthly amount of refunds							\$	\$ (105.26)	\$ (152.69)	\$ (70.00)	\$ (36.18)	\$ (46.05
Answer Time (Tray	uble Reports, Billing & Non-Billing)	Informity afficient of ferunds							Ψ -	ψ (103.20)	Ψ (132.09)	ψ (70.00)	ψ (50.16)	ψ (40.0.
,	1% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	23,807	18,501	18,741	17,104	17,287	18,094	21,640	24,131	23,842	22,177	20,524	23,944
		, ,	4,303,203	1,344,709	460,864	593,147	959,156	1,034,383	2,040,465	2,789,294	3,958,891	1,249,510	7,491,307	4,717,630
iive ageni (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent %< 60 seconds	56.30%	76.47%	88.98%	84.17%	76.90%	74.25%	64.14%	67.89%	61.61%	74.97%	7,491,307	53.98%
		100 Seconds	30.30%	70.47%	00.70%	04.1/%	/0.70%	14.23%	04.14%	07.09%	01.01%	74.77%	13.13%	33.76%

Primary Utility Contact Information

News Nite Durches	Phone (000) 007 4077	Free its Nite Decelerate Control dated and
Name: Nita Brashear	Phone: (936) 637-4277	Email: Nita.Brashear@consolidated.com

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/16 (Added new rows to reflect requirements of G.O. 133-D) Date Revised: 03/03/16 (Added row for Catastrophic Event to Ajusted OOS)

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:	2016
Reporting Unit Type:	☐ Total Company ☐ Exchange ☑ Wire Center	Reporting Uni	t Name:	Citrus Heights - 72G	

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016) 1st Quarter		Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (02/17/2017) Rev- 03/03/1 4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
la et elletie a lateau	1	Total # of business days												
Installation Interv Min. standard = 5		Total # of service orders												
IVIIII. Stariuaru = 5	bus. days	Avg. # of business days												
		Total # of installation commitments												
Installation Comn	nitment	Total # of installation commitment met												
Min. standard = 95	5% commitment met	Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus								5,355	5,286	5,241	5,200	5,154
Customer Trouble	e Report													
	00/ /0 = = 400 = = 41 = = 11	Total # of working lines	6,463	6,472	7,343	6,334	6,271	6,181	6,124	6,076	6,001	5,964	5,909	5,860
	6% (6 per 100 working lines for	Total # of trouble reports	56	30	29	34	29	32	54	55	59	87	87	106
<u>r</u> d	units w/ ≥ 3,000 lines)	% of trouble reports	0.87%	0.46%	0.39%	0.54%	0.46%	0.52%	0.88%	0.91%	0.98%	1.46%	1.47%	1.81%
nda	00/ (0 man 400 manking lines for	Total # of working lines												
)tai	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<u>.</u>	units w/ 1,001 - 2,999 inles)	% of trouble reports												
Ξ	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	101 drille W/ = 1,000 iii100/	% of trouble reports												
	•	Total # of outage report tickets	9	3	2	2	1	3	2	1	4	3	3	5
Adjusted		Total # of repair tickets restored in ≤ 24hrs	8	3	2	2	0	2	2	1	3	3	3	5
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	89%	100%	100%	100%	1%	67%	100%	100%	75%	100.0%	100.0%	100.0%
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	145:38	28:08	23:00	1:54	51:16	62:08	27:04	14:43	80:29	50:01	42:45	44:47
		Avg. outage duration (hh:mm)	16:11	9:22	11:26	00:57	51:16	20:43	13:32	14:43	20:07	16:40	14:15	8:57
		Indicate if catastrophic event is in month								No	No	No	No	No
		Total # of outage report tickets							13	9	12	19	16	27
Unadjusted		Total # of repair tickets restored in ≤ 24hrs							7	7	10	7	6	12
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours							54%	78%	83%	37%	38%	44%
		Sum of the duration of all outages (hh:mm)							488:17	241:18	230:51	736:45	391:14	762:23
		Avg. outage duration (hh:mm)							37:34	26:49	19:14	38:47	24:27	28:14
Refunds		Number of customers who received refunds							0	0	2	0	0	1
		Monthly amount of refunds							\$ -	\$ -	\$ (147.64)	\$ -	\$ -	\$ (18.78
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					•	•					•	
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent	*NOTE: Answ	wer Time is not availa	able at switch level	*NOTE: Answ	ver Time is not availal	ble at switch level	*NOTE: Answ	er Time is not availa	able at switch level	*NOTE: Answ	er Time is not availal	ble at switch level
1		%<_60 seconds			1		1	1			1			

Primary Utility Contact Information

Name: Nita Brashear	Phone: (936) 637-4277	Email: Nita.Brashear@consolidated.com

Date Adopted: 7/28/09
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Date Revised: 09/15/16 (Added new rows to reflect requirements of G.O. 133-D) Date Revised: 03/03/16 (Added row for Catastrophic Event to Ajusted OOS)

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:	2016
Reporting Unit Type:	☐ Total Company ☐ Exchange ☑ Wire Center	Reporting Unit	Name:	Roseville - 78G	

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016) 1st Quarter		Date filed (08/15/2016) 2nd Quarter		Date filed (11/15/2016) 3rd Quarter			Date filed (02/17/2017) Rev- 03/03/1 4th Quarter					
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
		Total # of business days	- Cuii	1 00	11161	7.10.	ay	- Can	- Cui	7.29	Сорг			
Installation Interva		Total # of service orders												
Min. standard = 5 b	us. days	Avg. # of business days												
		Total # of installation commitments												
Installation Commi	itment	Total # of installation commitment met												
Min. standard = 95%	% commitment met	Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus								9,164	9,073	9,025	8,911	8,842
Customer Trouble	Report	, , , , , , , , , , , , , , , , , , , ,									,	,	,	
	T.	Total # of working lines	12,645	12,722	14,156	12,505	12,404	12,284	12,167	12,158	12,038	12,025	11,856	11,774
	6% (6 per 100 working lines for	Total # of trouble reports	115	66	81	48	56	72	129	119	119	163	111	140
5	units w/ ≥ 3,000 lines)	% of trouble reports	0.91%	0.52%	0.57%	0.38%	0.45%	0.59%	1.06%	0.98%	0.99%	1.36%	0.94%	1.19%
ıda		Total # of working lines												
)tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	uriits w/ 1,001 - 2,333 iiiles)	% of trouble reports												
Ē	100/ /10	Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	Tor units w/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	17	1	7	3	2	3	3	1	3	5	3	8
Adjusted		Total # of repair tickets restored in ≤ 24hrs	16	1	3	2	2	3	3	1	3	4	3	7
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours	94%	100%	43%	67%	100%	100%	100%	100%	100%	80%	100%	88%
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	240:13	18:06	202:23	66:58	31:59	13:09	37:34	16:56	31:56	116:40	23:04	104:36
		Avg. outage duration (hh:mm)	14:08	18:06	29:00	22:19	16:00	4:23	12:31	16:56	10:39	23:20	7:41	13:05
		Indicate if catastrophic event is in month								No	No	No	No	No
		Total # of outage report tickets							15	14	17	38	22	35
Unadjusted		Total # of repair tickets restored in < 24hrs							10	10	13	24	14	19
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours							67%	71%	76%	63%	64%	54%
		Sum of the duration of all outages (hh:mm)							396:15	445:12	312:11	799:41	422:59	823:53
		Avg. outage duration (hh:mm)							26:25	31:48	18:22	21:03	19:14	23:32
Refunds		Number of customers who received refunds							0	3	1	3	1	2
		Monthly amount of refunds							\$ -	\$ (155.26)	\$ (5.05)	\$ (70.00)	\$ (36.18)	\$ (27.27
Answer Time (Troul	ble Reports, Billing & Non-Billing)											, ,	, ,	
Min. standard = 80% of calls < 60 seconds to reach live agent (w/a menu option to reach live agent).		Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent %< 60 seconds	*NOTE: Answ	er Time is not availa	ble at switch level	*NOTE: Answ	er Time is not availal	ble at switch level	*NOTE: Answ	er Time is not availal	ole at switch level	*NOTE: Answe	r Time is not availab	ole at switch level
		/0 <u>0</u> 00 36001103												

Primary Utility Contact Information

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Name: Nita Brashear	Phone: (936) 637-4277	Email: <u>Nita.Brashear@consolidated.com</u>

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